

RELAY MISSOURI

WHAT IS RELAY SERVICE?

Relay communications service provides full telephone accessibility to people who are deaf, hard of hearing or speech impaired. Specially trained relay agents complete all calls and stay on-line to relay messages either electronically over a Text Telephone (TT), or verbally to hearing parties.

The service, known as Relay Missouri in your state, is available 24 hours a day, 365 days a year, with no restrictions on the length or number of calls placed. This valuable communications tool gives all individuals who are deaf, hard of hearing or speech impaired the opportunity to make personal and business calls just like any other telephone user.

Both TT and voice users may initiate calls through Relay Missouri. The toll-free access numbers are: 1-800-735-2966 (TT), and 1-800-735-2466 (Voice).

HELPFUL INFORMATION FOR USING RELAY MISSOURI CONFIDENTIALITY

Relay Missouri is strictly confidential. All calls will be kept private, and no records of any conversations will be maintained. Relay agents will not share information regarding the contents of any relay call, unless they are required to do so by state or federal law.

CUSTOMERS' COMMUNICATIONS OPTIONS

Relay Missouri provides optional ways for your call to be handled. When communicating with a relay agency, you may request one of the following:

- Ask the agency to type and speak exactly what is said. (Result: The agency will reproduce the exact conversation.)
- Ask the agency not to announce your call. (Result: The agency will not initially ask the called party if he or she has ever received a relay call, and will not explain the service.)
- Ask the agency to use voice carry-over. (Result: This provides direct communication when callers who are deaf, hard of hearing or speech impaired use their own voice or hearing.)

USING DIRECTORY ASSISTANCE

Relay Missouri will refer all Directory Assistance calls to the National TT Directory Assistance Service, or callers may dial that number directly. The number is: 1-800-855-1155.

In case of an emergency, TT users should call the TT-equipped 9-1-1 center or emergency services center in their Missouri community. You will need to verify the phone number for emergency TT calls in your area. Remember: Calls placed directly and immediately to the local TT emergency number can save valuable time in urgent situations.

RELAY MISSOURI BILLING PROCEDURES

- There is no charge for using the relay service within your local calling area.
- Long distance calls made through Relay Missouri will be billed at a reduced rate. This discount is given to compensate for the additional time needed to place a relay call.
- Direct dial, collect calls, third-party calls, credit cards and calling cards are welcome through the relay service. Simply identify your billing method.

STATE-TO-STATE CALLING

Relay Missouri lets you place calls to anywhere in the continental United States.

COMPUTER CALL PROCESSING

Computer users may access Relay Missouri by dialing 1-800-735-2966. Set your communications software to follow this protocol at speeds ranging from 300 to 2400:

a: 8 bit b: No Parity c: 1 Stop Bit d: Full Duplex

When calling at a rate of 300 or below, follow the above settings using Half Duplex.